

Fact Sheet

New DWM Business Systems



Customer Information Systems (CIS) give customer service representatives instant access to the complete contact history for each of our customers and simplify record keeping. CIS allows our customer service representatives to access and update information quickly and easily, thereby enhancing the focus on our customers. Providing a Web-enabled CIS will give our customers 7-day-a -week, 24-hour-a-day self-service access online via the Internet. Our customers can view specific account information and sign up for various services from their own computers.

Customer Relationship Management (CRM) - An enterprise-wide strategy designed to improve customer satisfaction and increase revenue by organizing the customer service function into a centralized unit that can easily interface with other City departments.

ESTIMATED MAXIMUM PROJECT VALUE: \$8 MILLION

Scope: Replace existing Customer Star II (CSTAR) with a new state-of-the-art software system with features and functions to meet the City's needs in the areas of customer management, meters and meter reading, work order management, billing, consumption and payment history, payments and accounting, and reporting.

To be fully functional, the CIS must interface with existing City systems such as Management Analysis and Response System for Government ([MARS/G] , which will eventually migrate to Oracle financials), Maximo and Hansen Computerized Maintenance Management Systems, Backflow Management System, Geographic Information Systems (GIS), cashiering, lockbox, call center/telecommunications technology, and CRM. CRM will be installed in a new Call Center and set up to function (for several City of Atlanta departments) as a window to various legacy systems and for collecting and organizing data relating to all customer contact.



Timetable: Currently, the CIS/CRM project is in the procurement process. DWM recently received 11 responses to a Request For Qualifications (RFQ). The CIS Project Evaluation Team and the Department of Procurement reviewed those qualification statements and made the decision to proceed to the Request for Proposals (RFP). DWM has prepared a revised Request For Proposals and has submitted the RFP to the Department of Procurement for approval. The CIS/CRM RFP will be open to all CIS/CRM vendors.

The Vendor selection process will continue through the end of '04, and DWM expects to have the final vendor selected late in the first quarter of '05. An 18-month CIS/CRM implementation should be underway by spring '05.

Benefits:

- Replaces a system that does not meet the needs of a complex water/wastewater/stormwater utility
- Provides more accurate data for ratemaking
- Provides enhanced reporting capability for regulatory agencies, bondholders, auditors, etc.
- Provides more information and payment options for customers
- Enhances accuracy and efficiency of billing

